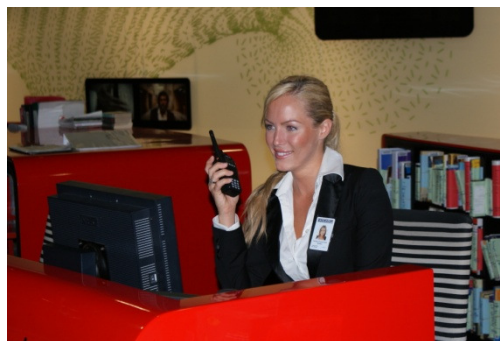


Management System – 5 STAR Process

The implementation and maintenance of the Management Systems which allows for the on-going delivery of the service is based on a

5 STAR PROCESS.



Management System – 5 STAR Process

1. Understanding the Requirements – Shared Vision
2. Requirement - the Standing Orders & objectives; Understanding the requirements
3. An effective Management System
4. Provision of a Qualified & Professionals Security Team: to perform and manage the Contract (Recruitment, Selection & Training)
5. A Quality and Continuous Improvement Plan through the use of Service Quality Measurement, such as, Key Performance Indicators (KPI's)

Statement of Understanding

E-Group understands that the fundamental goal of the client is to encourage and maintain a safe and secure environment consistent with the values and aims of the client reflecting a focal point of the local community.

Open discussion about the service requirements focusing on the working environment and service delivery helps to foster the co-operation and mutual understanding necessary to develop a meaningful partnership between the E-Group and its clients.

This partnership allows parties to benefit from the specialised skills and expertise by both entities, ensuring all service objectives can be achieved and met. In addition, basic standards and procedures for all officers are agreed to, encompassing levels of performance. All officers will be expected to maintain these standards whilst dealing with all persons associated with the Board in a courteous and professional manner

Provision Of 24-Hours Emergency Contact

- EGroup has a 24 hour manned control room with a number 1300 783 001 which is always manned and available to take your call and assist where possible.
- All Managers have been enabled with 24 hour Blackberry 's to receives emails and correspondence 24 hours a day if required.
- Standby staff, a list of local standby staff officers within a 5Km radius will be maintained and utilised if assistance is required Personnel Backup and patrols from neighbouring areas, creating Synergies with nearby clients.

EGroup has a 24 hour manned control room

Effective and Strategic Management System

3 Stage Management Systems

EGroup utilises a 3 stage system to ensure that our clients receives an effective security service of the highest quality

<i>Onsite Supervisory Management</i>	<i>(Stage 1)</i>
<i>Emergency Staffing Plan</i>	<i>(stage 2)</i>
<i>Review and Assessment</i>	<i>(stage 3)</i>

Onsite Supervisory Management & Inspectors, includes

- Officer-to-Officer shift update briefings
- Site Standing Orders for each Security Officer
- Log book entry following each shift and patrol

Inspectors and Supervisors are on duty 24 hours a day and deal with front line security officers. Inspectors (also known as Area Managers) provide first contact & response to any problems and/or needs of the site security officers

Emergency Staffing Plan

We would cross train a pool of additional staff for our client ensuring that, in the event of absenteeism, emergency, or special event, our service to you would remain consistent.

Review and Assessment

EGroup intend to conduct regular review meetings with the client to discuss the performance of its staff and operational procedures.

Key Performance Indicators will be developed to measure operational efficiencies, which will be reviewed at regular management meetings. Together with the client, EGroup would evaluate the quality of the Security Service by reviewing:

- The management supervision
- The performance of each employee.
- Training requirements
- Recording methods
- Key Performance Indicators

Continuous Improvement Programs

Improvement programs are aimed at building a long-term relationship between EGroup and the client by regularly evaluating the quality of service against established measurement indicators and standards, from which continuous improvement tasks can be set and quality controlled.

Performance will also be monitored through an ongoing audit and evaluation program that will identify and actively pursue opportunities for improvements during the contract. All the staff involved in the supervision and performance of the Contract will be involved in this process.

Step 1 - Review Meeting

Hold review meeting between EGroup and management to discuss individual performance of employees, staffing issues, supervision, additional requirements, etc. These topics are discussed in relation to contract specifics such as standing orders, objectives and any additional key indicators identified.

Step 2 - Monitoring

Appropriate methods of monitoring and measuring the service must be identify (such as the Key Indicators scale below) and utilised to ensure the contract requirement are met.

Step 3 - Assessment & Planning

Regular assessment of steps 1 & 2 are a must to ensure all topics have been addressed properly. Utilized the key Performance indicators to assess weakness or shortfalls in the service and setting counter measure for improvement. Where this evaluation or review identifies a need for change, formal corrective or preventive action will be initiated to introduce the required service improvements.

Our commitment to continuous improvement is demonstrated through,

- Review & Assessment
- Management Methods
- Shared Vision
- Emergency Staffing Plans;
- The continual assessment of all processes through Performance Reviews (e.g. Key Performance Indicators.)